

POLICE COMMUNICATIONS OFFICER II
STUDY GUIDE

A written examination for the class of **POLICE COMMUNICATIONS OFFICER II** to be administered in **SHREVEPORT** on **OCTOBER 21, 2009**, will consist of approximately 100 multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
RECORDS AND CORRESPONDENCE Knowledge of effective records-management practices, including preparation, content, format, and control; and knowledge of practices and procedures involving the compilation and organization of information into an effective written format for correspondence.	9.0%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	23.0%
PUBLIC RELATIONS Knowledge of effective public relations practices which foster a positive public image of the department through contact with other agencies and the public.	9.0%
COMMUNICATIONS MANAGEMENT Knowledge of the principles of effective police communications management, including planning, organizing, and evaluating departmental operations, and training; knowledge of civil service law; and the general care and maintenance of department communications equipment. Knowledge of the operation of the police communications center, including knowledge of operational and dispatching procedures; procedures for receiving and processing calls for assistance; procedures for monitoring location and status of on-duty officers; and the proper operating procedures of the police radio system; and knowledge of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; knowledge of computer codes; and of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer.	59.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.